Avaya IP Softphone 3456 Installation and Commissioning Guide

Avaya Communication Server 1000
Release 7.5

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New in this release

The following sections detail what's new in *Avaya IP Softphone 3456 Installation and Commissioning Guide* (NN43080-600) for Avaya Communication Server 1000 Release 7.5:

- "Features" (page 5)
- "Other changes" (page 5)

Features

The *Avaya IP Softphone 3456 Installation and Commissioning Guide* (NN43080-600) supports Avaya CS 1000 Release 7.5

Other changes

Revision history

November 2010	Standard 02.01. This document supports Avaya Communication Server 1000 Release 7.5.

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Navigation

- Getting technical documentation
- Getting product training
- Getting help from a distributor or reseller
- Getting technical support from the Avaya web site

Getting technical documentation

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Introduction

This document contains information on the following topics:

- “Overview” (page 11)
- “Installation and commissioning” (page 15)

Subject

This document describes how to install and configure the IP Softphone 3456 for CS 1000 Release 6.0 and later.

Note on legacy products and releases

This document contains information about systems, components, and features that are compatible with Avaya Communication Server 1000 Release 6.0 (or later) software. For more information about legacy products and releases, go to Avaya home page:
www.avaya.com/support

Applicable systems

This document applies to the following systems:

- Avaya Communication Server 1000M Single Group (CS 1000M SG)
- Avaya Communication Server 1000M Multi Group (CS 1000M MG)
- Avaya Communication Server 1000E (CS 1000E)

Intended audience

This document is intended for individuals who administer CS 1000 systems.

Conventions

Terminology

In this document, the following systems are referred to generically as system:

- Avaya Communication Server 1000E (CS 1000E)
- Avaya Communication Server 1000M (CS 1000M)

Related information

This section lists information sources that relate to this document.

Technical documentation

This document references the following technical documents:

- *Avaya IP Softphone 3456 User Guide (*NN43080-100)
- *Avaya IP Softphone 3456 Administration Guide* (NN43080-300)
- *Avaya IP Line Fundamentals* (NN43001-508)

Online

To access Avaya documentation online, go to Avaya home page:
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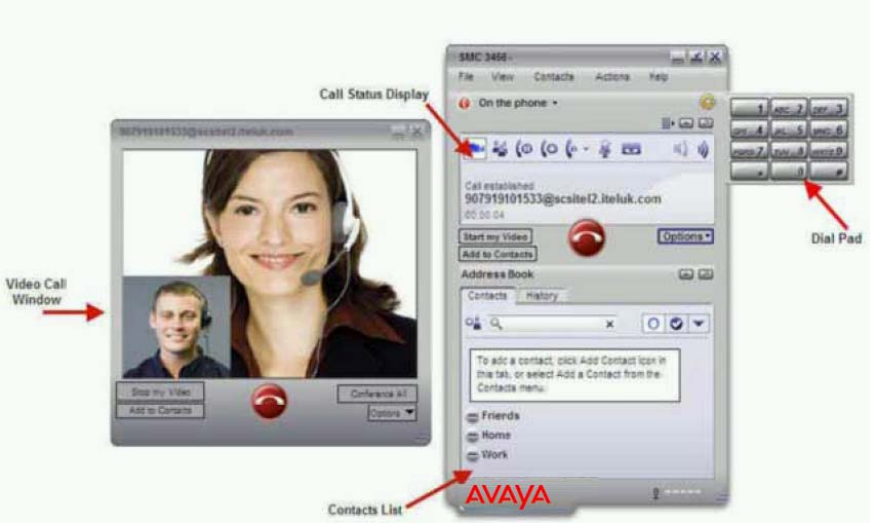
Overview

The Avaya IP Softphone 3456 is a soft phone application that provides VoIP capabilities through an Internet telephony server on the enterprise network.

This document provides the steps to manually configure the IP Softphone 3456 to work with the Avaya Communication Server 1000 Release 6.0 and later. For information about features and functions, see *Avaya IP Softphone 3456 User Guide* (NN43080-100).

Figure 1
IP Softphone 3456



Required information

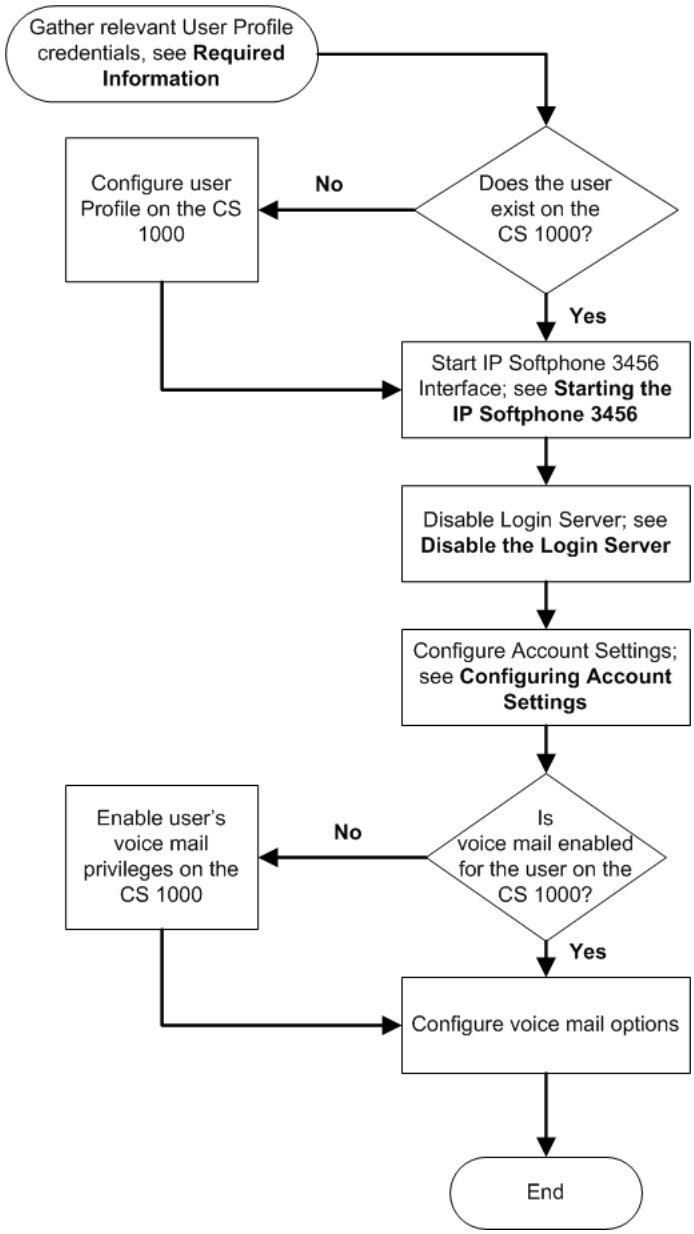
Before you attempt to configure an account on the IP Softphone 3456, ensure that a CS 1000 valid user account is configured. The following credentials are required during CS 1000 account configuration:

- User SIP Address—user name of the CS 1000 account holder in the full SIP address format, for example: user@avaya.com.
- SIP Password—password used by the user profile to initiate communication.
- Domain Name—CS 1000 fully qualified domain name.

The following minimum specification is required to successfully install and run the IP Softphone 3456:

- Intel Pentium III 1.3 GHz or equivalent
- Windows 2000/XP/Vista
- 512 MB RAM
- 50 MB hard disk space
- 16 Bit, full-duplex sound card
- IP connection
- Speakers and headset/USB phone

Figure 2
Flow chart


Gather relevant User Profile credentials, see **Required Information**
Does the user exist on the CS 1000?
No
Configure user Profile on the CS 1000
Yes
Start IP Softphone 3456 Interface; see **Starting the IP Softphone 3456**
Disable Login Server; see **Disable the Login Server**
Configure Account Settings; see **Configuring Account Settings**
Is voice mail enabled for the user on the CS 1000?
No
Enable user's voice mail privileges on the CS 1000
Yes
Configure voice mail options
End

Installation and commissioning

This section provides details to install and to configure the IP Softphone 3456.

Navigation

- “Configuring the IP Softphone 3456” (page 15)
- “Installing the IP Softphone 3456” (page 16)
- “Launching the IP Softphone 3456” (page 18)
- “Configuring account settings” (page 24)
- “Configuring and using multiple accounts” (page 30)
- “Automatic updates” (page 31)

Configurin the IP Softphone 3456

In order to operate the IP Softphone 3456, you must configure the phone on the CS 1000 system.

You can configure the IP Softphone 3456 in two ways on the CS 1000 system:

- You can configure the IP Softphone 3456 in the Phones section in Element Manager.
- Alternatively, you can create default phones by using Subscriber Manager.

Configuratio details

For the IP Softphone 3456, you must implement the following configuration details:

- Configure the IP Softphone 3456 as SIPL UEXT in LD 11.
- Ensure the UEXT configuration has MCCL with SIPN equal to 1.

For more information about configuring the IP Softphone 3456, see *Avaya SIP Line Fundamentals* (NN43001-508).

Installing the IP Softphone 3456

Use the following procedure to install the IP Softphone 3456.

Procedure 1
Installing the IP Softphone 3456

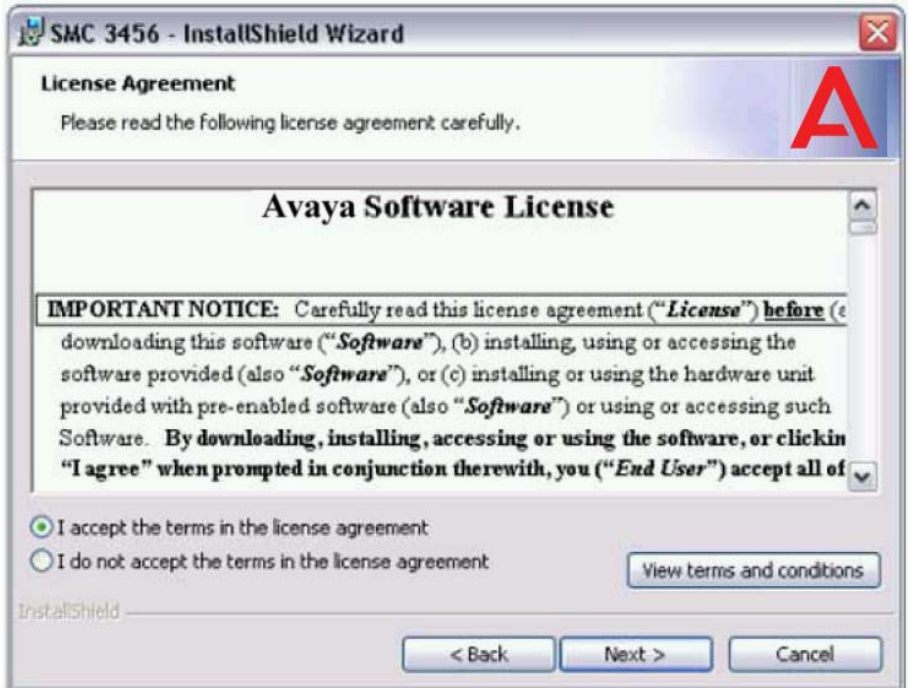
Step	Action
1	You must download the file of Product Category: Phones, Clients & Accessories, Product Name: IP Softphone 3456, Content type: Release. Obtain the precise Release, Status, and Title of the file from your next level of support.
2	Double-click the installer icon to launch the client installer. The Setup window opens.

Figure 3
Setup window

SMC 3456 - InstallShield Wizard
Welcome to the InstallShield Wizard for SMC 3456
The InstallShield(R) Wizard will install SMC 3456 on your computer. To continue, click Next.
WARNING: This program is protected by copyright law and international treaties.
AVAYA
< Back
Next >
Cancel

3	Click **Next** to clear the introductory dialogue. The license agreement window opens.

Figure 4
License window


SMC 3456 - InstallShield Wizard
License Agreement
Please read the following license agreement carefully.
Avaya Software License
IMPORTANT NOTICE: Carefully read this license agreement ("License") before (
downloading this software ("Software"), (b) installing, using or accessing the
software provided (also "Software"), or (c) installing or using the hardware unit
provided with pre-enabled software (also "Software") or using or accessing such
Software. By downloading, installing, accessing or using the software, or clickin
"I agree" when prompted in conjunction therewith, you ("End User") accept all of
I accept the terms in the license agreement
I do not accept the terms in the license agreement
View terms and conditions
InstallShield
< Back
Next >
Cancel

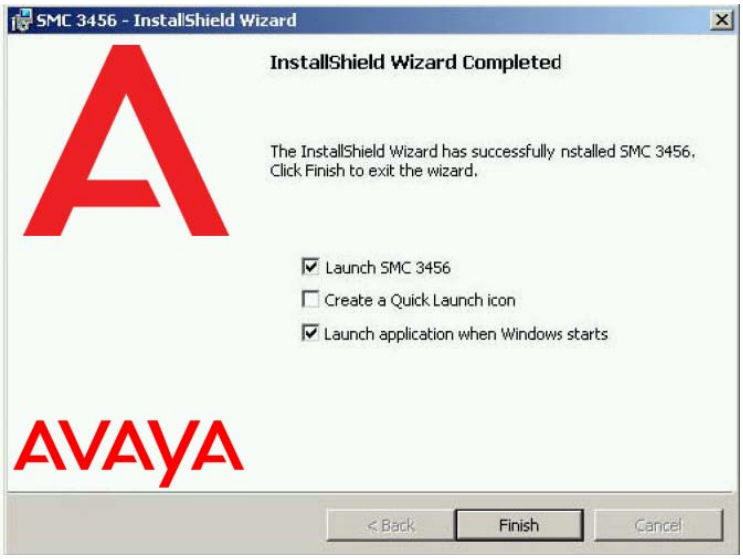
4 When you have read and understood the license agreement, click **I accept the agreement**.

5 Do one of the following:

- Click **Next** to accept the default folder location.
- Click **Change** to select a different location.

The InstallShield Wizard Completed window opens when the files are copied.

Figure 5
InstallShield Wizard window


SMC 3456 - InstallShield Wizard
InstallShield Wizard Completed
The InstallShield Wizard has successfully nstalled SMC 3456. Click Finish to exit the wizard.
Launch SMC 3456
Create a Quick Launch icon
Launch application when Windows starts
AVAYA
< Back
Finish
Cancel

6 In the InstallShield Wizard Completed window, select the options to take effect after you exit the installer.

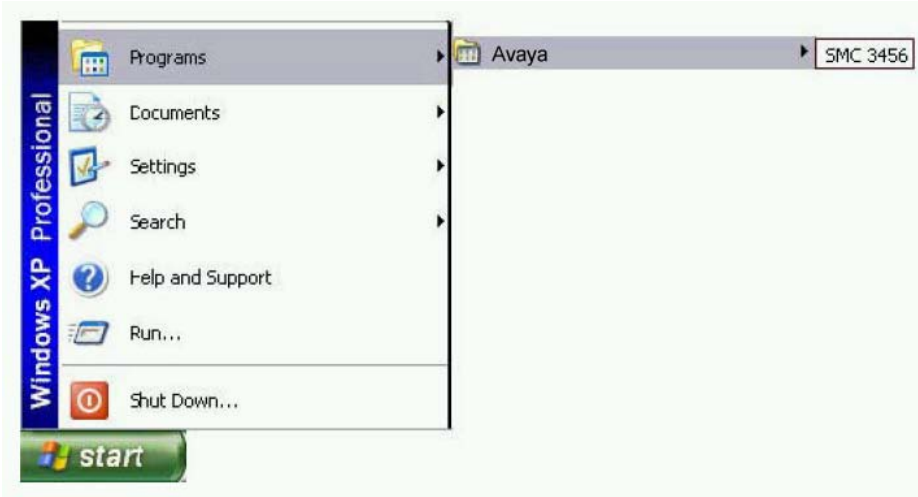
7 Click **Finish**.

--End--

Launching the IP Softphone 3456

You can launch the IP Softphone 3456 from **Programs > Avaya > IP Softphone 3456**.

Figure 6
Launching the IP Softphone 3456



Provisioning the IP Softphone 3456

ATTENTION
This document contains information about manual configuration. For information about automatic provisioning, contact Avaya technical support.

The IP Softphone 3456 can be configured to gather account and configuration data from a central provisioning server. This feature can facilitate large-scale rollouts of the phone across the enterprise infrastructure. When started for the first time, the application requests a user name and password for server authentication purposes. If the user operates the phone in an environment with a provisioning server configuration data is transferred from the server to the phone when they log on.

This document contains information about manual configuration; therefore, server authentication is not required.

Provisioning details

For the IP Softphone 3456, implement the following provisioning details:

- Disable the provisioning server on the phone. On the phone, navigate to Preferences > Advanced > No login server available.

  To disable the provisioning server on the phone, see Procedure 2 “Disabling the login feature” (page 19).
- Configure only the G.711 and G.729 voice codecs for the IP Softphone 3456.
- Ensure that the fixed single port is defined. Navigate to Account Settings > Topology > Port Range to set the port.
- Ensure the registration refresh time is set to 5 minutes. This keeps the registration timer short enough to recover quickly in case of network failure.
- To make the IP Softphone 3456 DTMF work with the Media Application Server (MAS), ensure that SIP > Account > Topology > Enable ICE is not selected.

Use the following steps to bypass authentication and disable the login feature.

Procedure 2
Disabling the login feature

Step	Action
1	Launch the IP Softphone 3456 from **Programs > Avaya > IP Softphone 3456**.

The IP Softphone 3456 login window opens.

Figure 7
IP Softphone 3456 log on window

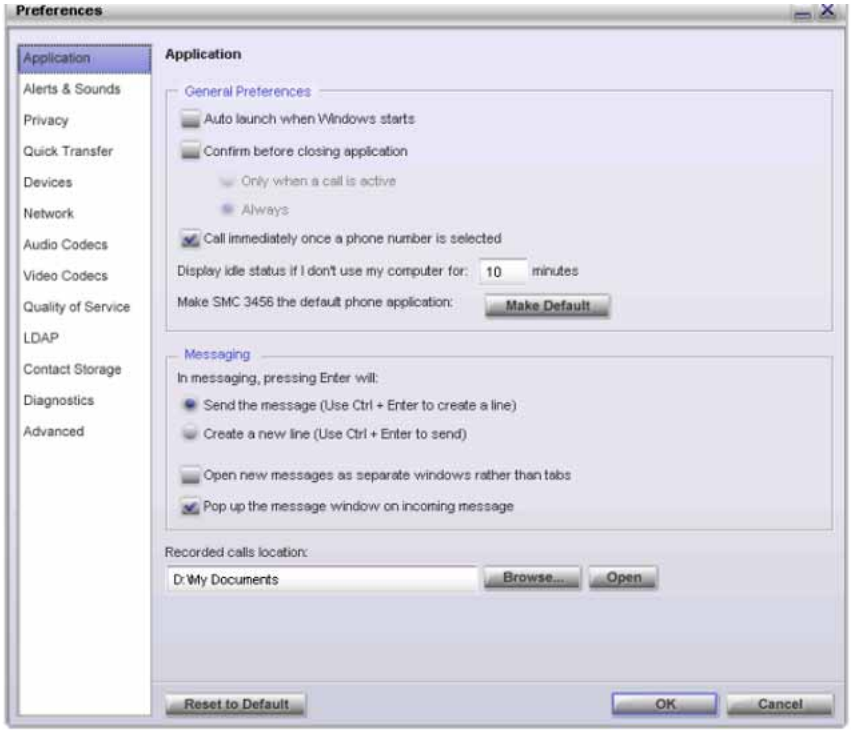
2 Click **Skip**.

3 From the File menu, select **Preferences**.

Figure 8
IP Softphone 3456 File menu

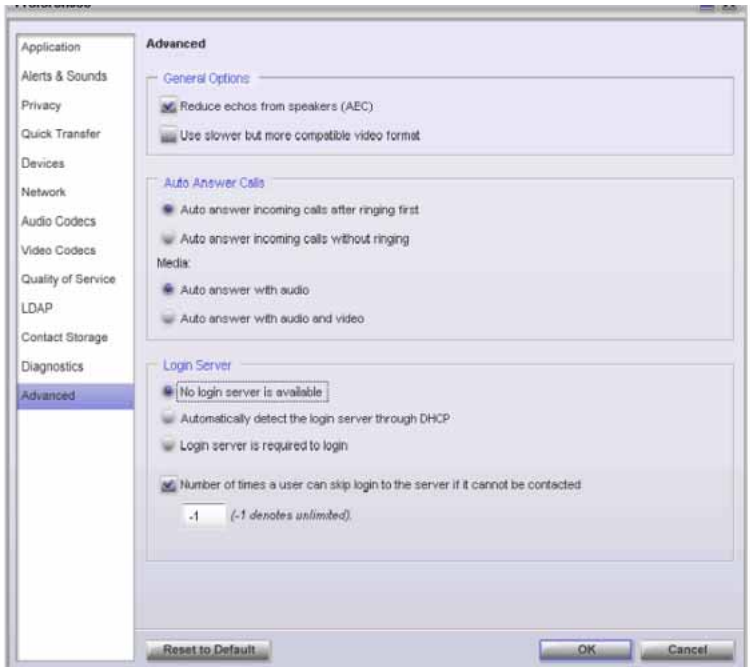
The Preferences window opens.

Figure 9
IP Softphone 3456 Preferences window



4 Click **Advanced**.

Figure 10
Login Server configuration



5 Select **No login server is available**.

6 Click **OK**.

Server login at start-up is now disabled. This function can be restarted at any time by returning to the Advanced settings window.

--End--

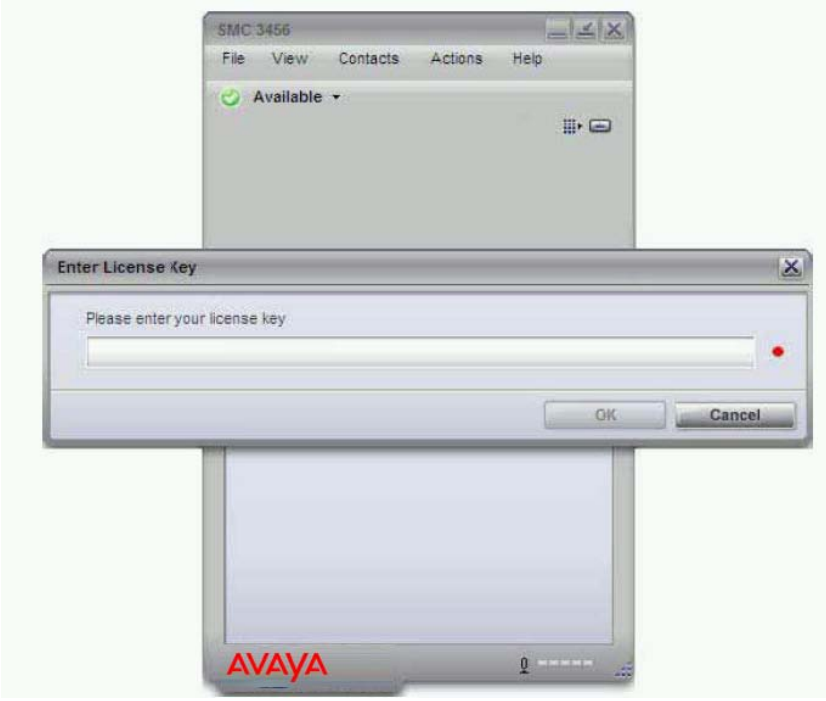
Activating the IP Softphone 3456

When the IP Softphone 3456 starts for the first time, a key code is required to activate the phone.

Procedure 3
Entering the keycode

Step	Action
1	In the Enter License key window, enter the Avaya key code.

Figure 11
Enter license key window



2 Click **OK**.

--End--

Configurin account settings

ATTENTION
Before you attempt to configure the account settings, ensure that a valid user profile exists on the CS 1000 system. For more information, see “Configuring the IP Softphone 3456” (page 15).

The following sections provide information about configuring account settings on the IP Softphone 3456.

- “Locating the SIP Password” (page 25)
- “Configuring user credentials” (page 25)
- “Voice mail configuration” (page 29)

Locating the SIP Password

To successfully configure a link between the IP Softphone 3456 and the CS 1000 system, the IP Softphone 3456 requires a SIP user name and password. The SIP user name is usually made up of the CS 1000 User ID and the host and domain name, similar to an e-mail address. For example, mikes@avaya.com.

The SIP password is used to register the user's phone with the SIP proxy and it is therefore important it is a secure password.

The User ID and SIP Password are configured by the administrator. For more information, see *Avaya SIP Line Fundamentals* (NN43001-508).

Configurin user credentials

Use the following procedure to configure user credentials.

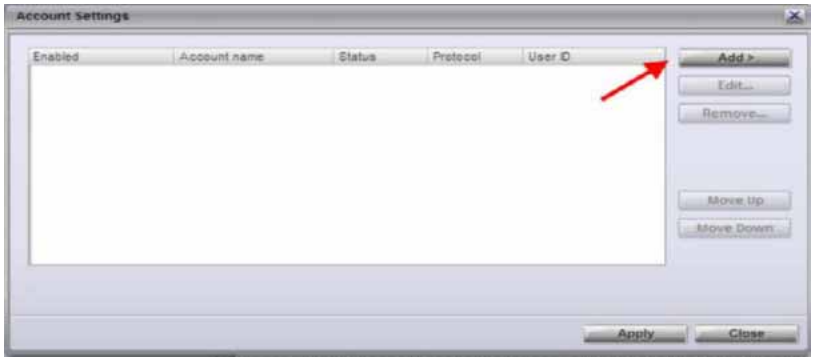
Procedure 4
Configurin user credentials

Step	Action
1	From the file menu, select **Account Settings**.

Figure 12
IP Softphone 3456 Account Settings

The Accounts settings window opens. If this is the first time the IP Softphone 3456 runs the window appears empty.

Figure 13
Account Settings window



2 Click **Add**.

The SIP Account window displays.

Figure 14
SIP Account window

3 In the **Account Name** field, enter a name for the new account.

It is recommended that you make the account easily identifiable.

4 In the **User ID** field, enter the User ID.

The User ID can consist of the user ID, as displayed in the User Identification window in the CS 1000 administrator interface (Element Manager or Subscriber Manager), the CS 1000 host name, and the domain name. For example: mikes@avaya.com.

Figure 15
User Details

5 In the Password field, paste the SIP password you copied from the User Identification window.

6 Enter the display name to appear on the recipient's phone.

7 Ensure that **Register with domain and receive calls** is selected.

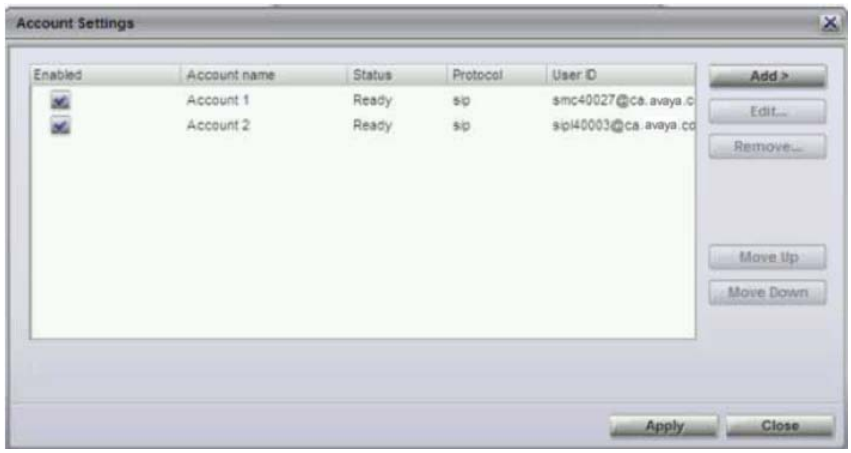
Send outbound via: is configured as Target domain, by default. Contact your system administrator for more information.

Figure 16
Domain proxy details

8 Click **OK**.

A window, which lists all configured accounts displays.

Figure 17
Account settings

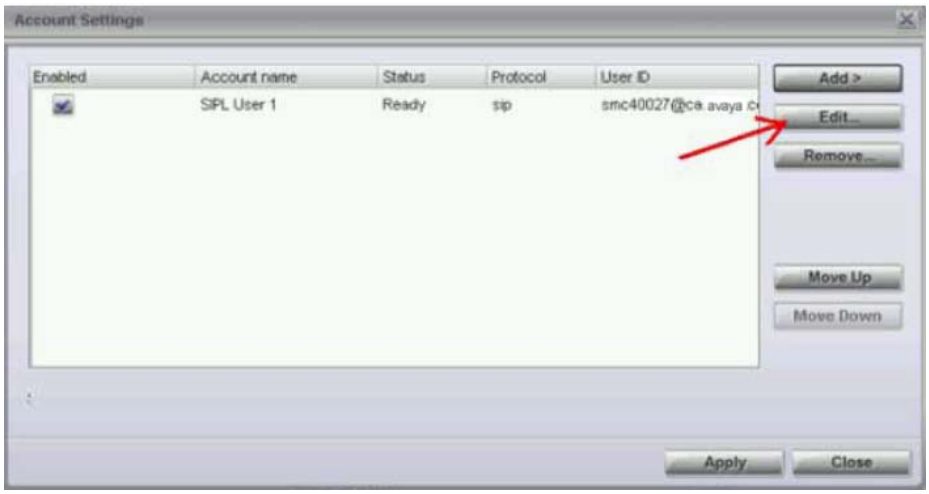


9 Select the check box to enable the new account.

10 Click **Apply**.

The status reads Ready. If the status reads ‘Failed’, check the account settings.

Figure 18
Account Settings Window



5 In the Password field, paste the SIP password you copied from the User Identification window.

6 Enter the display name to appear on the recipient's phone.

7 Ensure that **Register with domain and receive calls** is selected.

Send outbound via: is configured as Target domain, by default. Contact your system administrator for more information.

5 In the **Number to dial for checking voice mail** field, enter the number of the voice mail service.

For more information about voice mail, see *Avaya CallPilot* documentation.

6 Click **OK**.

7 Click **Apply**.

8 Click **Close**.

--End--

Configurin and using multiple accounts

The IP Softphone 3456 can support multiple user accounts through the same softphone interface. The CS 1000 does not support more than one IP Softphone 3456 account but the IP Softphone 3456 can support accounts with other call servers and can log on to these servers concurrently.

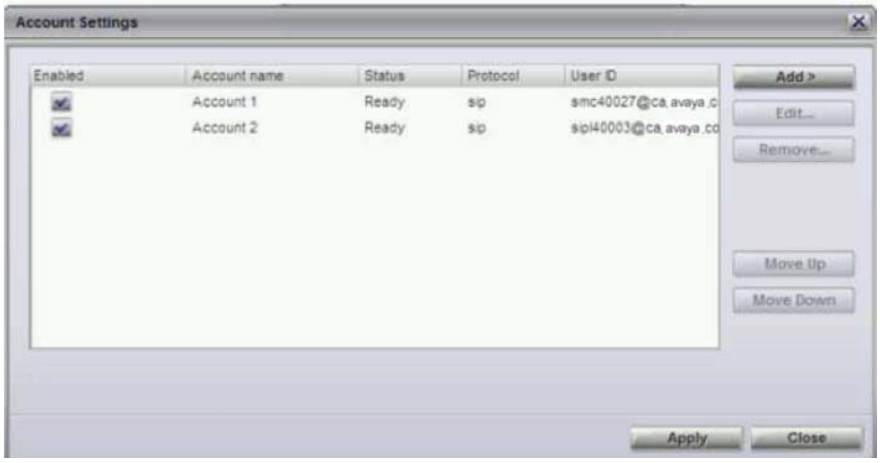
To configure extra accounts, see Procedure 4 “Configuring user credentials” (page 25).

Use the following procedure to set the accounts priority.

Procedure 6
Setting account priority

Step	Action
1	From the file menu, select **Account Settings**. The Accounts settings window opens.

Figure 19
Multiple accounts



2 Select the corresponding check boxes for all accounts that you want to enable on the phone.

3 Select the account to act as the default account on the softphone.

The CS 1000 default account is the account used to dial out and to accept incoming calls.

4 Click **Move up** to move the selected account to the top of the list, thereby making it the priority account for incoming and outgoing calls.

5 Click **Apply**.

6 Click **Close**.

--End--

Making and receiving calls

When multiple accounts are active on one IP Softphone 3456, users must select their own account before making a call. This ensures that the call recipient receives the correct caller ID and that the correct user or group settings and privileges are enabled.

For more information about IP Softphone 3456 features and functions, see the *Avaya IP Softphone 3456 User Guide* (NN43080-100).

Automatic updates

The IP Softphone 3456 regularly checks for updates to ensure that you are running the most up-to-date version of the software. When an update is available, the Update icon appears at the top-right hand corner of the phone.

Use the following procedure to update the IP Softphone 3456 software.

Procedure 7
Updating the IP Softphone 3456 software

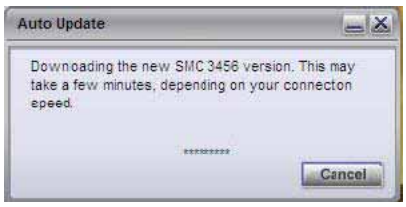
Step	Action
1	Click the update icon.

Figure 20
Update software icon

2 The Auto Update window opens.

3 Click **Download Now**.

A download message appears while the files transfer.



4 When the download completes, click **Install Now**.

Auto Update
Finished downloading new version of SMC 3456. Would you like to install it now? This will close SMC 3456 and restart it automatically after installation.
Install Now
Cancel

5 Click **Yes** to confirm the upgrade.

The update installs. After the installation completes the IP Softphone 3456 restarts.

--End--